

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Steven G. Smith et al. Examiner: Patel, Chirag R.  
Serial No.: 10/074,325 Group Art Unit: 2141  
Filed: February 12, 2002 Docket No.: 60027.0445US01/BS 00406  
Title: Methods and Systems for Communicating With Service Technicians in a  
Telecommunications System

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Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**AMENDMENT**

Applicants respectfully request entry of the following amendments and remarks contained herein in response to the Office Action mailed May 18, 2007. Applicants respectfully submit that the amendments and remarks contained herein place the instant application in condition for allowance.

**Amendments to the Claims** are reflected in the listing of claims in this paper.

**Remarks** follow the amendment sections of this paper.